

CLAIMS

I claim:

1 1. A method for managing electronic communications:
2 recording a direction of a first electronic
3 communication between a first entity and a second entity;
4 determining a duration required for said second entity
5 to process said first electronic communication;
6 storing said electronic communication, said direction,
7 said duration, and identities of said first and said second
8 entities in a database with at least one other data record
9 of a second electronic communication;
10 establishing a standard duration from said first and
11 said second communications; and,
12 comparing subsequent electronic communications to said
13 standard duration,
14 whereby productivity of communicating entities may be
15 determined through electronic communications.

1 2. The method of claim 1 further comprising the step of
2 graphically presenting said first and said second
3 communications.

1 3. The method of claim 1 further comprising the steps of:
2 receiving a plurality of user-defined standards; and

009060"1895960

6 providing each said user with a rank in response to
7 said time determining step.

1 8. The method of claim 7 further comprising the step of
2 associating said rank with business data.

1 9. The method of claim 1 wherein said electronic
2 communications further comprise telephone calls.

1 10. The method of claim 1 wherein said electronic
2 communications further comprise e-mails.

Per Sept. 6, 2000

1 11. The method of claim 1~~0~~ wherein said electronic
2 communications further comprise video data.

1 12. The method of claim 1 wherein said electronic
2 communications further comprise transferred data files.

1 13. The method of claim 12 wherein said transferred data
2 files further comprise mixed media data.

1 14. The method of claim 1 wherein said electronic
2 communications further comprise instant messaging.

1 15. The method of claim 1 wherein said electronic
2 communications further comprise image files.

1 16. The method of claim 1 wherein said step of
2 establishing a standard duration further comprises
3 establishing said standard duration using the size and data
4 format of the electronic communication.

1 17. A system for managing electronic communications,
2 comprising:

3 means for recording a direction of a first electronic
4 communication between a first user and a second user;

5 means for determining a duration required for said
6 second entity to process said first electronic
7 communication;

8 a database for storing said electronic communication,
9 said direction, said duration, and identities of said first
10 and said second users, said database storing at least one
11 other data record of a second electronic communication;

12 means for establishing a standard duration from said
13 first and said second communications; and,

14 means for comparing subsequent electronic
15 communications to said standard duration,

1 22. The system of claim 21 wherein the means for
2 determining the subject matter further comprises means for
3 reading subject matter data from said metadata.

1 23. The system of claim 22 further comprising:
2 means for determining for each said user the time
3 applied by that user to a selected subject matter; and
4 means for providing each said user with a rank in
5 response to said time determining step.

1 24. The system of claim 23 further comprising means for
2 associating said rank with business data.